

2-1-1 DISASTER SUPPORT COLLECTIVE

*Disaster Exercise
After Action Report
09/05/12*



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1. Executive Summary

This After Action Report (AAR) highlights the disaster planning and response efforts of the 2-1-1 Disaster Support Collective (DSC) during a formal disaster exercise. This AAR covers actions taken and lessons learned from the collaborative support process. This AAR also offers specific recommendations for strengthening and improving preparedness, response, and recovery efforts essential to future 2-1-1 DSC disaster operations.

The goal of the disaster exercise was to test the telecommunications call routing systems, administration of disaster resources, and caller data element tracking and reporting capabilities of DSC agencies. The overall response effort was a successful joint operation between DSC members. The collaboration of these organizations and the implementation of new operational procedures produced a number of noteworthy successes, but also revealed areas for improvement that require a more robust planning and implementation process, and the need for further review of possible investment in the areas of disaster resource dispersal, and the tracking and reporting of data elements.

In a disaster scenario, a 2-1-1's primary role will be to maximize the public's access to community resources by responding via telephone, internet, or TTY to requests for information, particularly current status updates, evacuation routes, road closures, shelter locations, and area reoccupations. During disaster and emergency events, 2-1-1s relieve pressure on 911 and other first responder phone systems by providing an established number for individuals to call for non-life threatening situational information. 2-1-1s play a significant role in disaster recovery by providing information and referrals to individuals for nonprofit and faith based agencies who offer long term assistance to disaster affected populations.

The DSC was created based on the members' shared commitment for ensuring the availability of high-quality 2-1-1 services during disasters. High-quality, consistent 2-1-1 services are essential to achieving the DSC's mission of resilience and redundant 2-1-1 coverage for the highly urbanized areas of the participating members. The members developed and signed a Memorandum of Agreement to work together to assure achievement of the AIRS standards, to establish additional quality control standards as needed, and to track and report service results.

2-1-1 DSC Member Participants:

Connecticut: 2-1-1 Connecticut

Houston: 2-1-1 Texas / United Way HELPLine

Los Angeles: 211 LA County

New York: NYC 311

Orlando: Heart of Florida United Way 2-1-1

Ontario, Canada: 2-1-1 Central East Ontario

San Diego: 2-1-1 San Diego

Tampa: Crisis Center of Tampa Bay

The 2-1-1 Disaster Support Collective members are responsible for over 30 million U.S. citizens in their total coverage area. This number represents 10% of the entire U.S. population. The DSC also includes the two most populous cities in the US, Los Angeles and New York. The inclusion of the province of Ontario, Canada's 2-1-1 adds another 1.2 million residents to the total coverage area of the DSC. The DSC includes 2-1-1s who came together based on their advanced telecommunication and IT capabilities, along with their overall experience responding to disasters. Every member maintains a written emergency operations/business contingency plan that specifically addresses disasters common to their region and has agreed to upgrade these plans to meet NIMS compliance. 2-1-1 LA County was identified by the members of the DSC as the administrative lead for the group during this initial development phase, and is responsible for coordinating meetings and preparing and conducting group exercises.

The DSC network focuses on assisting member 2-1-1s when they are facing a local or regional disaster or emergency and receive more calls than they are able to answer. The 2-1-1 DSC organizes a network for coordinated, mutual assistance response in these situations. Through this network, other member 2-1-1s can answer a share of overflow calls using an automated call distribution system. Disaster resource information will be maintained through an accurate, up-to-date computerized resource database that contains information about community organizations providing services during the response and recovery periods of the disaster. Database records include detailed descriptions of the services organizations provide and the conditions under which services are available.

2. Purpose

The purpose of this report is to detail 2-1-1 DSC's planning and response efforts during a formal disaster exercise. The report details operational elements and provides examples of response efforts that may be classified as overall accomplishments or issues needing attention. The report also offers recommendations for improvements to protocols and logistics details and for infrastructure improvements and enhancements that can make the 2-1-1 DSC more resilient and responsive during and after disasters.

3. Exercise Format

The exercise was based on a large earthquake scenario in Southern California affecting both the Los Angeles (LA) and San Diego (SD) 2-1-1 operations. Overflow call routing systems were already in place for those two agencies, so the routing of overflow calls to member 2-1-1s was a straightforward process. Overflow call routing was tested through the transfer of disaster calls from both LA and SD. Each DSC member organization received 5 mock disaster calls to answer and collect data for reporting. LA and SD utilized local staff to make the calls and then route them to point to numbers within each organization. LA routed calls to Houston, Connecticut, and Ontario. SD routed calls to New York, Tampa, and Orlando.

LA and SD created mock disaster resource lists for distribution via email to their affiliated exercise partners. Once the members received the resource lists, they entered the information into their organization's database. Those databases were formatted to follow data collection elements agreed upon by the DSC.

Once all mock calls were made, each 2-1-1 collected their disaster call data and forwarded the report to LA. The reports are being utilized to help develop AAR recommendations and future planning efforts. Upon completion of the exercise, all DSC members provided detailed input for the AAR.

4. Lessons Learned

4.1 Successes

- All of the assisting 2-1-1 call handlers demonstrated a highly professional tone, a non-judgmental attitude toward, and a genuine concern toward the caller's needs, even when callers were communicating in a contentious manner. Call handlers also made a strong effort to quickly discover the caller's core needs.
- The call forwarding process from LA and SD was successful due to preplanning and configuration of telecommunication systems in advance. This allowed the successful use of dedicated "point to" numbers.
- Testing of various communication networks to alert members to the activation and communicate throughout the event was successful. All members received notification of the exercise's initial planning meeting through the various methods of phone, text and email.
- Mock disaster resource data provided by LA and SD contained basic information on available services.
- Some 2-1-1s were able to successfully route inbound calls from out-of-state to a dedicated skill group of helpline specialists trained to handle the calls.

- All DSC members were able to use their existing information and referral software for resource input, caller data tracking, and reporting.
- All DSC members were able to process and enter disaster resource information from a 2-1-1 outside their own region into their database network within one hour. In the event of disaster activation of the DSC network, the receiving and entering of resource information in an extremely short timeframe will be essential in providing efficient overflow call handling.
- DSC members were able to analyze and create data element reports within a short period of time. Even with exercise specific obstacles and minimal information on reporting formats, the DSC members were able to provide reports which provided detailed data on resources provided and caller demographics.

4.2 Issues

- Call handlers expectations to limit their intake to the list of questions provided by the requesting agencies were not clearly communicated. It is important that requesting agencies document the role they need the call handler to fulfill and provide instructions for handling other caller needs that may arise and fall outside of this role. This needs to be clear so that all callers receive the same level of service and call handlers feel comfortable directing the caller to find further assistance. Several call handlers provided additional assessment and intake based on the nature of the call, their local training and internal protocols. This created wide variation in the collected data elements.
- Call handlers and mock callers suggest asking only basic demographic information of callers to expedite the provision of resource information to the caller. In certain regions, the collection of extensive demographic info is not an issue, while in other regions it would lengthen call handling time due to additional time spent justifying the data collection to offended callers. During the response and initial recovery phase, it is important to keep the call handling time low, by providing quick detailed information and answering question. This allows callers to quickly move on to dealing with the disaster and call handler to move on to serving the next caller. Each 2-1-1 is familiar with their service population's tolerance for demographic inquiries and should be responsible for deciding what is appropriate.
- The Data Element reporting process and results varied depending on the 2-1-1's I&R software and training of the call handling staff. One of the goals of the exercise was to assimilate the various reporting formats of the members in order to later define which format would be the most appropriate for the Collective. Each member provided a different approach to reporting the data information. These approaches will be reviewed by the Collective during future planning meetings.
- There were several instances where call handlers did not have enough information on a resource or subject, but felt a need to provide some information to the caller so they

incorrectly interpreted resource information or provided information not contained in the specific resources. This again reiterates the need for not only more detailed resources, but also the need to provide all assisting 2-1-1s with more extensive background information on the affected area's population, infrastructure, and any unique aspects to that area's culture or organizational framework among their local disaster assistance partners. Information on the affects and experience of going through disaster events specific to DSC member's areas would also be beneficial to a call handler's understanding of caller's needs. In addition, during the event, a resource specialist contact should be available to the receiving agency for questions and information requests.

- The barriers that call specialists experienced included having inadequate information in the database. As started earlier in this report, the provision of a "bare bones" resource list was an intentional element to the disaster in order to simplify call handling for this first exercise. This approach did not account for the fact that all DSC 2-1-1 call handlers have extensive training and experience in needs assessment and a resource list providing minimal information only frustrates the call handler's mission.
- The 30 minute window to receive and enter all resource information into the assisting 2-1-1's database was not adequate time for some 2-1-1s to properly enter resources and add the taxonomy codes. This demonstrates the need for consistent and explicit communication between the affected and assisting 2-1-1s before calls are transferred.
- The short turnaround time for generating reports was difficult for some 2-1-1s. I&R software programs can take hours to generate reports. Reporting capabilities must be discussed during the initial planning stages of disaster activation.
- Call handlers were often presented with scenarios where they did not have the needed resources or did not have enough background on the affected area to fully understand a caller's need. Call handlers will be provided more extensive resource information and training in the future.

5. Operational Recommendations

- Further additions and refinement of the DSC Activation Protocols is needed. Some of the possible revisions include: developing a detailed process for utilizing text, phone and email for communicating during a disaster; defining the time frame for contacting members once activation is requested; defining the process whereby a 2-1-1 could provide backup to another 2-1-1 by being the designated alternate to coordinate calls or arrange planning meetings when the affected 2-1-1 is unable to conduct those duties.
- At the time of activation and the initial planning meeting, the affected 2-1-1 needs to provide: call handler greeting scripts; on-hold scripts with possible recorded information on most requested resource items to reduce caller volume; IVR language set up and

designation of which languages will be required and how they will be routed to assisting 2-1-1s.

- Future training for call handler staff on specific procedures for receiving calls from out of region. Staff training should include the scope of the call handler's interaction with the caller and how to handle those needs callers present that are out of scope. Call handlers will revert back to their agency's standard call and demographic collection procedures if their role is not clearly defined. An assisting 2-1-1's call handlers should never be put in the unfair position of having to decide for themselves what their role is and what questions to ask.
- Review and revisit the required data elements to clarify what we need to collect for all callers, what we need our software to be able to capture, and whether these requirements change according to caller-based scenarios.
- Develop a cloud-based, dynamic application that provides all DSC members with scripting, navigation, and a data capture and collection tool, with user-friendly interface, and security and administrative controls. This application will allow an actual expansion of the data elements available for members to utilize during a disaster. If the current data reporting and gathering process continues, then a possible reduction of required data elements will be needed in order to maintain the efficient provision of disaster resources to the public.
- Develop a Feedback Loop and establish a protocol for assisting 2-1-1s to make inquiries/ask questions of the affected 2-1-1. If assisting 2-1-1 wanted to ask a question, clarify a resource, or discuss how to handle a scenario, they need to know what format should be utilized (phone, email, text, chat etc.). Details on how to accept input or requests for information should be at the preference of the 2-1-1 managing the disaster response.
- An acronym/glossary of common terms as well as those that might be indigenous.
- Agreement on a common After Action Report format for DSC events.
- Develop a notification process for disasters that are not immediately acute, such as a hurricane which may have a 5 day warning period. Identify expectations for notification during the warning period and for when the situation escalates.

6. Funding Recommendations

- **Communications**
 - Maintain an International Conference Bridge phone number to be utilized for DSC activities only. Conference Bridge would be available for all members during disaster planning meetings, disaster exercises, and other general planning or information sharing activities.

- **Training**
 - Training for staff on any new applications developed by the DSC.
 - Trainings focused on the inherent cultural, geographic, administrative, and logistical aspects of each DSC member's coverage area. Each 2-1-1 would provide extensive information on their region which could then be incorporated into call handler training.
- **Development of a Central Repository for disaster resources and data collection. (Rapid Service Request/Rapid SR):**
 - Develop a cloud-based, dynamic application that provides all DSC members with scripting and navigation tools along with a data capture and collection tool. Application would be based on a user-friendly interface with security and administrative controls.

7. Next Steps

- Further discussion, refinement, and finalization of required data elements to be captured during the activation of the DSC network.
- Discussion on how the DSC will make future governance and inclusion decisions.
- Discussion on best ways to share DSC learnings to help strengthen the national and international 2-1-1 network.
- Further discussion on developing a cloud based program for resource retrieval and reporting purposes. Develop budget and possible sources for developing project.
- Discussion of Taxonomy codes and resource categories to be utilized when reporting data elements.
- Finalization of "point to" toll free numbers providing a unique number for each 2-1-1 member. Discussion of telecommunication issues or limitations or budget concerns.
- Further discussion of Activation Protocol additions and review.
- Discussion of future Disaster Exercises and Scenarios.
- Discussion of future training subjects and needs.

Appendix A

PROTOCOLS FOR ACTIVATION OF 2-1-1 DISASTER SUPPORT COLLECTIVE (DSC)

Activation

- 1) When a Regional Support Center receives an alert/warning or public information release from a local emergency management agency, the Regional Support Center will immediately contact and verify the information through their emergency management resource channels. The Regional Support Center will evaluate the potential effect of the emergency and prepare for possible overflow call assistance requests.
- 2) When calls exceed, or are expected to exceed local 2-1-1 capacity, the affected 2-1-1 notifies the Disaster Support Collective members and requests activation of the Disaster Support Collective.
- 3) Once a request is received, the Regional Support Centers will evaluate current operational capacity and determine the most efficient utilization of the DSC's resources. Expected disaster call volume and local staffing availability will determine if a single Regional Support Center will handle all routed disaster overflow calls or if the DSC will be activated at a national level.
- 4) Call Routing:
 - a. All DSC Regional Support Centers will provide and maintain the current status of designated "point to number/s" for routing of disaster calls. These numbers will be pre-programmed into the telecommunication systems of all Regional Support Centers to ensure immediate readiness for handling overflow calls when activation occurs.
 - b. If the affected Regional Support Center is unable to provide call routing service, a DSC Regional Support Center will be designated as the primary disaster call routing and logistical coordinating organization – designation will be determined by proximity and availability in accordance with the attached "Activation Priority Matrix". If time allows, the designated Regional Support Center should verify the routing "point to numbers" of all the assisting Regional Support Centers who will be receiving disaster overflow calls prior to rerouting calls.
 - c. If the affected Regional Support Center is able to provide call routing service, they will operate as the primary disaster call routing and logistical coordinating organization. If time allows, the affected Regional Support Center will verify the routing "point to numbers" of all the assisting Regional Support Centers who will be receiving disaster overflow calls prior to rerouting calls...

- 5) The affected Regional Support Center verifies that access information (usernames, passwords, web link) for their I & R software/disaster database has been distributed to all assisting Regional Support Centers.
- 6) The affected Regional Support Center verifies use of standard disaster hold messaging scripts by all assisting Regional Support Centers to maintain a uniform message for all callers.
- 7) The affected Regional Support Center verifies use of pre-established, standard data collection variables by the assisting Regional Support Centers to maintain a uniform reporting data set. The affected Regional Support Center verifies that assisting Regional Support Centers include all additional questions or data elements requested by the affected Regional Support Center and its emergency management officials into their caller interviews.
- 8) The affected Regional Support Center maintains awareness of the current disaster situation and keeps DSC Regional Support Centers apprised of events and possible future coordination needs.

Daily Operations

- 1) The affected Regional Support Center will verify communication flow and information distribution between their center and assisting Regional Support Centers.
- 2) The affected Regional Support Center will schedule planning/update meetings among assisting Regional Support Centers during disaster operations.
- 3) The affected Regional Support Center will provide assisting Regional Support Centers with operational and caller information reports (caller data, rumor control, call handling, etc.)
- 4) If the disaster escalates or the capacity of designated Regional Support Centers is exceeded, the affected Regional Support Center will coordinate mutual assistance efforts with additional DSC Regional Support Centers.
- 5) Document all affected Regional Support Center response related costs and offer support to assisting Regional Support Centers on reimbursement regulations and verification process.

❖ Deactivation Protocols

- 1) The affected Regional Support Center notifies all assisting Regional Support Centers that the DSC is being deactivated and overflow call routing will cease.
- 2) Gather disaster response information from your affected center and all assisting Regional Support Centers and write an After Action Report (AAR). Distribute report to all members of the DSC and any relevant national emergency management or funding agencies.

- 3) Assist with cost recovery coordination for any 2-1-1 that assisted in response efforts. Advocate for Federal/County reimbursement if possible.

❖ *Deactivation: Based on the affected 2-1-1's determination that call volume has reduced to a manageable level (not based on the EOC deactivation), or a determination by DSC members that current and projected call volume does not warrant the continuation of overflow call routing. DSC members will work with the affected Regional Support Center to review the call volume, types of caller data requested, and VOAD /long term recovery organization's operational level. This information will be used to determine the need for further call forwarding. If a deactivation decision is not reached between the affected Regional Support Center and the DSC members, the DSC members will make the final determination of deactivating the DSC.*

Appendix B

MEMORANDUM OF AGREEMENT BETWEEN 2-1-1 DISASTER SUPPORT COLLECTIVE REGIONAL SUPPORT CENTERS

1. Parties

This MEMORANDUM OF AGREEMENT (MOA) is made on **May 20, 2012**, by and between the 2-1-1 Disaster Support Collective (DSC) Regional Support Centers (RSC), a partnership organized to provide 2-1-1 mutual assistance services.

2. Purpose

This Agreement documents an ongoing process of defining the relationship between the 2-1-1 Disaster Support Collective and member Regional Support Centers.

This relationship is based on the shared commitment for ensuring the availability of high-quality 2-1-1 services across the United States during disasters.

This MOA reflects the first steps in operationalizing our relationships. Additional agreements will be developed, as necessary and when appropriate, for example, to make any changes in governance, to commit to specific standards and reporting, and to explore terms for contracted service.

3. Quality control

High-quality, consistent 2-1-1 services are essential to achieving the 2-1-1 Disaster Support Collective's mission of disaster resilient and redundant 2-1-1 coverage. The members acknowledge that it is in the best interest of Regional Support Centers to work together to assure achievement of the AIRS standards, to establish collaboratively additional quality control standards as needed, and to track and report service results.

4. Overflow call handling during disaster or emergency

When faced with a local or regional disaster or emergency, a Regional Support Center may receive more calls than they are able to answer. The 2-1-1 DSC organizes a network for coordinated, mutual assistance response in these situations. Through this network, other Regional Support Centers can answer a share of overflow calls using an automated call distribution system. The members of the Disaster Support Collective currently foresee a call-overflow system that would operate as follows:

4. a. Central re-routing entity

The central re-routing entity (*ies*) *shall be* responsible for securing and maintaining a toll-free number that is programmed for overflow call routing to all participating 2-1-1s. The 2-1-1 DSC will be responsible for acting as, or identifying an alternate central re-routing entity (*ies*).

4. b. Pre-Activation Commitments

4.b. i. Plans YOUR REGIONAL SUPPORT CENTER will have a NIMS-compliant, written emergency operations/business contingency plan that specifically addresses disasters common to your region, and that also prepares for emergencies in general.

4. b. ii. Telecommunications YOUR REGIONAL SUPPORT CENTER will maintain a local 10-digit number for receiving routed calls.

YOUR REGIONAL SUPPORT CENTER will maintain a telecommunications system capable of receiving and routing overflow calls to designated assisting 2-1-1s. System will include remote access routing capabilities and a customizable menu system capable of prioritizing disaster calls.

4. b. iii. Staff and training It is currently anticipated that YOUR REGIONAL SUPPORT CENTER will designate at least 2 staff, paid or volunteer, to be trained in all aspects of call routing, call transferring, and the initiation of the toll free number line. Staff must also be able to determine calls handled and available load capacity.

YOUR REGIONAL SUPPORT CENTER will also designate as many additional staff, paid or volunteer, as are available to reasonably ensure 24-7 coverage/contact availability during an event and who will receive general training on the basic call handling procedures of partner agencies.

YOUR REGIONAL SUPPORT CENTER will provide the 2-1-1 DSC Regional Support Centers with current contact information (home/cell/email) for such individuals and necessary backups with the idea that at least one of these are available at all times.

4. b. iv. Role in community YOUR REGIONAL SUPPORT CENTER will participate in ongoing cooperative disaster response planning at the regional or state level and will take all necessary steps to become recognized as an integral part of the region's emergency preparedness and response network.

YOUR REGIONAL SUPPORT CENTER will work toward achieving and maintaining agreements including a Memorandum of Understanding when possible with all relevant Office of Emergency Services Agencies, and will promote the inclusion of your agency on emergency alert and Emergency Operation Center (EOC) notification networks. YOUR REGIONAL SUPPORT CENTER will be an active member of regional or statewide VOADs (Voluntary Organizations Active in Disasters) to coordinate the gathering of disaster recovery information.

4. b. v. Disaster database If your service area is affected by a disaster, YOUR REGIONAL SUPPORT CENTER will maintain an accurate, up-to-date computerized resource database that contains information about community organizations providing services during the response and recovery periods of the disaster. Database records will include detailed descriptions of the services organizations provide and the conditions under which services are available. The records will be indexed and accessed using the Disaster Services section of the AIRS/INFO LINE Taxonomy of Human Services.

4. b. vi. Data sharing YOUR REGIONAL SUPPORT CENTER will work with 2-1-1 DSC member 2-1-1s to establish procedures through which the 2-1-1s can share their disaster resource information with your organization and others in the overflow call network.

YOUR REGIONAL SUPPORT CENTER guarantees that it will use the information contained in other 2-1-1 call centers' databases solely and exclusively to respond to callers from their community. At no time will YOUR REGIONAL SUPPORT CENTER share the contents of the databases with any individual or organization outside the 2-1-1 DSC without express written permission of the other Disaster Support collective members.

4. c. When YOUR REGIONAL SUPPORT CENTER requests overflow call handling assistance

4.c.i. Activation If the necessary response exceeds YOUR REGIONAL SUPPORT CENTER's call handling capacity, you will immediately notify the 2-1-1 DSC Regional Support Centers,

who will then coordinate the activation and programming of the necessary telecommunications systems.

4. c. ii. Financial When the 2-1-1 DSC overflow call network is activated to help address spikes in call volume on your behalf, YOUR REGIONAL SUPPORT CENTER will use its best efforts to seek reimbursement through their County, State, Federal (FEMA), or other funding sources for all incremental costs incurred by other assisting Regional Support Centers. As the members continue the process of defining the relationship between the 2-1-1 Disaster Support Collective and member Regional Support Centers, they will consider how costs are to be shared and borne by members if there is either no or limited County, State and/or Federal reimbursement. The Collective will work towards identifying the costs of disaster support services and jointly develop strategies for building a funding reserve that can be used to cover costs for un-declared emergencies.

4. c. iii. Reporting YOUR REGIONAL SUPPORT CENTER agrees to provide the 2-1-1 DSC with requested data in the desired reporting formats regarding call volume and outcomes, staff training, quality control, gap analysis, and other areas as mutually agreed. Reporting data will be utilized by the 2-1-1 DSC members for local funding and public information needs.

4. d. When YOUR REGIONAL SUPPORT CENTER is contacted to receive emergency overflow calls

4. d. i. Activation If YOUR REGIONAL SUPPORT CENTER receives a request to handle overflow calls; your center will evaluate current call handling capabilities and staffing levels to determine your capability to take disaster overflow calls. If YOUR REGIONAL SUPPORT CENTER is unable to coordinate/route incoming disaster calls, your center will immediately notify the 2-1-1 DSC Regional Support Centers.

4. d. ii. Personnel As your budget and staffing conditions allow, YOUR REGIONAL SUPPORT CENTER will provide staff for coordinating the handling and transfer of overflow calls within 12 hours of an affected Regional Support Center's request. Staff person(s) selected for overflow call assistance must be suitable for the requirements and demands of their position and must be familiar with general 2-1-1 resources.

4. d. iii. Contractor When responding to calls as part of the overflow call handling network, YOUR REGIONAL SUPPORT CENTER will act as a contractor of the affected 2-1-1.

4. d. iv. Financial YOUR REGIONAL SUPPORT CENTER will document all of its emergency overflow call handling costs related to the disaster event using the agreed upon appropriate forms and submit those forms to the affected 2-1-1 when requested.

4. d. v. YOUR REGIONAL SUPPORT CENTER acknowledges that there is no guarantee made by the 2-1-1 DSC or by any affected 2-1-1 that reimbursement will be received. YOUR REGIONAL SUPPORT CENTER also recognizes the mutual benefit of entering into this network of overflow call management.

5. Prior Agreements

It is recognized that 2-1-1 providers have contracts and other agreements with their funding sponsors that call for specific levels of support, performance standards, and other deliverables. In the event that any provisions of this MOA are in conflict with these legally binding commitments, the latter shall take precedence.

6. Termination

Inclusion in the Disaster Support Collective is voluntary. Any member may withdraw from the Collective at any time in its sole discretion.

7. Provision for Change

Any amendment shall be confirmed in writing signed on behalf of all parties.

8. Legal Issues The members acknowledge that the Disaster Support Collective is still a work in progress. The members further acknowledge that in order to obtain FEMA reimbursement for overflow call handling, supporting members will need to develop a sub-contracting relationship with affected member agency. The members will discuss provisions needed in subcontracting terms and conditions to provide legal protections to the members. These provisions shall include, but not be limited to a limitation of liability, disclaimer of warranty and disclaimer of consequential damages.

9. Review and Renewal

As a courtesy, the 2-1-1 DSC Regional Support Centers will communicate with each other 30 days in advance of each anniversary of this document to serve as an opportunity for Regional Support Centers to review their participation in this agreement.

Appendix C

CALLER DATA FIELDS

AGENCY INFORMATION	CODE	COMMENT	AUTO FILL
2-1-1 Call Center	ID #		YES
Interface Mode	IVR / Phone / Web / Tweet / Phone Text / E-mail / Social Media / Face-Face / Other		YES
Call handled remotely	No, Yes: Staff (EOC, Recovery Center); Local back- up center; Assisting 2-1-1; Other		YES
Local Back-up Call Center(s)	ID #	Multiple options (Local Back-up facility is operated by the affected 2-1-1 at an alternate location)	YES
Assisting 2-1-1 Center(s)	ID #	Multiple options	YES
Call Type	Caller / Internal agency / Inter-agency / Training / Testing (Use AIRS call types)		YES
Handling Call Staff Code	S.FT / S.PT / V.FT / V.PT / A.FT / A.PT (S=staff, V=volunteer, A=administrator; FT=full time, PT=part time)	Staff name or ID; Volunteer name; Administrator name	YES
TIME INFORMATION	CODE	COMMENT	AUTO FILL
Date	MMDDYYYY		YES
Day of week	Mon-Sun		YES
Time of day	24 hour clock (military)		YES

DISASTER INFORMATION	CODE	COMMENT	AUTO FILL
Event	Specific disaster event	Single disaster event or if multiple disasters in one area, staff can choose pre-populated event names (e.g. multiple fires). Multiple options	NO
Disaster Phase	Preparedness / Warning / Evacuation / First Response / Short-term Recovery / Long-term Recovery	Phases need to be determined / entered by admin staff for auto default to prevent confusion among phone staff. Phases could be updated as they change or determined later based on date of call	YES
Disaster Scale	Neighborhood / City / County / Region / State / National / International	Scale needs to be determined/entered by admin staff for auto default to prevent confusion among phone staff	YES
CALLER INFORMATION	CODE	COMMENT	AUTO FILL
Caller Type	Self / Family-Friend / Caregiver / Agency-Program / 2-1-1 Transfer / Other		NO
Repeat Caller	No, Yes (# of previous 2-1-1 calls)		NO
Transaction Number	#	Unique sequential number per call center	YES
Number of people in Household	#	Number of persons needing help or information per call	NO
Caller Name	TEXT		NO
Client Name	TEXT	Person needing assistance if not the caller	NO
Address	TEXT		NO
Phone number	#		NO
Email address	TEXT		NO
LOCATION INFORMATION	CODE	COMMENT	AUTO FILL
Primary Residence	# or City		NO

Zip code/City			
Current Location Zip Code/City	# or City		NO
City or County where looking for help/resources	City &/or County		NO
NEED INFORMATION	CODE	COMMENT	AUTO FILL
Disaster-related	Disaster only / Disaster & routine / Routine only		IVR and manual entry capability if disaster call comes through on non-disaster IVR selection
Information only and Basic need categories	Taxonomy Categories		NO
Unmet Needs	Comment Section		
Transportation barriers (Not evacuation related)	Mobility handicap, private transit problem, public transit problem, disaster-related barriers, other	Evacuation transportation barriers addressed later	NO
Special Needs adversely affected by disaster	Mobility; Cognitive/Develop mental, Mental health; Hearing/Speech; Vision	Affected categories: e.g. wheelchair, care attendant, hearing aid, service animal, etc.	
Are you without essential utilities	No, Yes: Gas, Electric, Water		
Current Location	Car, Primary Residence/Damaged Dwelling, Family/Friends Dwelling, Hotel/Motel, Mass Shelter, New Rental Unit, Place of Employment, Other		

Did you evacuate due to a mandatory evacuation	Yes, No		
If evacuated, current location	Zip Code, County		
Are you currently able to get to your home	Yes, No/Mandatory evacuation, No/Inaccessible due to disaster		
Evacuation assistance needed	No/ Yes/ Special needs		NO
"Special Needs" Evacuation Registry		If requested by Emergency Mgmt. agency and agreed to by 2-1-1	NO
Report Missing	Person / Animal	If requested by Emergency Mgmt. agency and agreed to by 2-1-1 or if Missing Person/Animal database has not been established. Text of description, dates, location(s), phone # for follow-up	NO
Search for Missing	Person / Animal	Referral to Search Organizations / Database	NO
Volunteer - Donations	Disaster only tracking	Refer to Donations/Volunteer coordinating center unless 2-1-1 has agreed to be the intake source.	NO
Referral Taxonomy Code	#		YES
Number of referrals per call	#		YES
DEMOGRAPHIC INFORMATION	CODE	COMMENT	AUTO FILL
Age	#		NO
Gender	M / F		NO
Race / Ethnicity	Census categories		NO
Language	Categories of most frequent in that community		IVR and Manual entry
Disability - Type	Follow Census Codes		NO
Disability - Severity	Follow Census or ICD-CDC Codes		NO

# Minors in Household	#		NO
# Children 0- 5 years old in Household	#		NO
Head of Household	Male/Female		NO
Marital Status	Married / Separated / Divorced / Single		
Veteran or Active Military in Household	Self / Spouse / Parent / Child / Sibling / Other (text to identify other)		NO
Homeless	NO / YES (Permanent / Temporary / Evac-only/ Disaster Related)		NO
Pregnant Women in Household	#		NO
Migrant Status	Country of origin		NO
ECONOMIC INFORMATION	CODE	COMMENT	AUTO FILL
Employment Status	Use Dept. Labor or Census Codes		NO
Income Status	Federal Poverty Limit - Per household income X family size		NO
Income	Annual / Personal vs. Household		NO
Benefits Household Members Receiving	SSI, Medicaid, Medicare, Unemployment, TANF, School meals, CHIP, etc.		NO
Home Ownership	Own, rent, subsidized housing, homeless, other		NO